

Daily statistics on availability and performance of InsingerGlissen's dedicated interface and its online payment channels  
Period: 1-01-2021 (31-3-2021)

Note:  
\*InsingerGlissen does not envision to make any adaptations to the eBanking and mIn (insingerglissen.nl) interfaces and therefore is not able to identify when a third party provider logs into the Client's InsingerGlissen bank account. As a consequence the daily average time per request for PIS and AIS cannot be calculated for these interfaces.  
\*\*The mobile application does not support third party provider access and therefore does not support AIS and PIS functionality.  
\*\*\*No statistics are available for column Error response rate. Daily average time per request - AIS, Daily average time per request - CAF, Daily average time per request - PIS (Scheduled) SEPA credit transfer, Daily average time per request - PIS periodic SEPA credit transfer, because the PSD2 API has not been used during this period

Reporting metric	Dedicated interface								mIn/InsingerGlissen				eBanking interface				Mobile application			
	Uptime	Downtime	Error response rate	Daily average time per request - AIS	Daily average time per request - CAF	Daily average time per request - PIS (Scheduled) SEPA credit transfer	Daily average time per request - PIS periodic SEPA credit transfer	Uptime	Downtime	Daily average time per request - AIS *	Daily average time per request - PIS *	Uptime	Downtime	Daily average time per request - AIS *	Daily average time per request - PIS *	Uptime	Downtime	Daily average time per request - AIS **	Daily average time per request - PIS **	
Metric description	Percentage uptime for specified date	Percentage downtime for specified date	Daily error response rate for specified date	Daily average time in milliseconds taken per AIS request	Daily average time in milliseconds taken per CAF request	Daily average time in milliseconds taken per request for PIS (Scheduled) SEPA credit transfer	Daily average time in milliseconds taken per request for PIS periodic SEPA credit transfer	Percentage uptime for specified date	Percentage downtime for specified date	Daily average time in milliseconds taken per AIS request	Daily average time in milliseconds taken per request for PIS	Percentage uptime for specified date	Percentage downtime for specified date	Daily average time in milliseconds taken per AIS request	Daily average time in milliseconds taken per request for PIS	Percentage uptime for specified date	Percentage downtime for specified date	Daily average time in milliseconds taken per AIS request	Daily average time in milliseconds taken per request for PIS	
1-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	
2-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
3-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
4-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
5-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
6-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
7-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
8-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	97.22%	2.28%	n/a	n/a	97.22%	2.28%	n/a	n/a	100.00%	0.30%	n/a	n/a	
9-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
10-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
11-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
12-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
13-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
14-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
15-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
16-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
17-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
18-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
19-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
20-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
21-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
22-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
23-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
24-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
25-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
26-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
27-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
28-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	86.14%	13.86%	n/a	n/a	86.14%	13.86%	n/a	n/a	100.00%	0.30%	n/a	n/a	
29-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
30-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	99.46%	0.54%	n/a	n/a	99.46%	0.54%	n/a	n/a	100.00%	0.30%	n/a	n/a	
31-1-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
1-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	98.74%	1.26%	n/a	n/a	98.74%	1.26%	n/a	n/a	100.00%	0.30%	n/a	n/a	
2-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
3-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
4-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
5-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
6-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
7-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
8-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
9-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
10-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
11-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
12-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
13-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
14-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
15-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
16-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	98.83%	1.17%	n/a	n/a	98.83%	1.17%	n/a	n/a	100.00%	0.30%	n/a	n/a	
17-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	99.17%	0.83%	n/a	n/a	99.17%	0.83%	n/a	n/a	100.00%	0.30%	n/a	n/a	
18-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
19-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
20-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	91.67%	8.33%	n/a	n/a	91.67%	8.33%	n/a	n/a	100.00%	0.30%	n/a	n/a	
21-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
22-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
23-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
24-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
25-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
26-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	99.33%	0.67%	n/a	n/a	99.33%	0.67%	n/a	n/a	100.00%	0.30%	n/a	n/a	
27-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
28-2-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
1-3-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	99.01%	0.99%	n/a	n/a	99.01%	0.99%	n/a	n/a	100.00%	0.30%	n/a	n/a	
2-3-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n/a	
3-3-21	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.00%	n/a	n/a	100.00%	0.30%	n/a	n	